

Fig. 1

200

202 Add Entry 204 206 208

Entry: 10 Prev. Next Submit

212 Question: What are the System Requirements? http: 210

218 Hidden Keyword(s): Windows Weight: 214 Flag 216

218 Ignore Word(s): http: Weight: 220 Flag 222

226 Answer: Windows NT4.0 with Service Pack 5. 224

232 Hidden Keyword(s): Weight: 228 Flag 230

238 Ignore Word(s): Weight: 234 Flag 236

Department: Sales Category: Sales % 10

242 Contact if entry selected: salesdomain.net 240 241

Fig. 2

300

302

304 TO: Authoring-mailboxteyourcompany.com

FROM: jsmitheyourcompany.com

306 SUBJECT:

308 .FAQ=E-FAQ

310 .PASSWORD=1234

312 «Question» What are the system requirements? «Question» 316 318

314 «Answer» Windows NT4.0. «ignore» See 324 330

320 http://www.yourcompany.com «/Ignore» «Answer» 326

322 328 332 334

Fig. 3

09931209-081601
T09T80"602TE660

302

306 TO: authoring-mailbox@yourcompany.com

308 SUBJECT:

310 FAQ Big Dogs

PASSWORD St. Bernard

402 .DELETE Q123456789012345

.DELETE Q345678901234567

.DELETE Q901234567890123

404

400

Fig. 4

602 604 606 608 610 600 610

Id	Question	Answer	Keyword1	Sales	Production
1	Q1	A1		.9	.1
2	Q2	A2		.5	0
3	Q3	A3		.7	.3
4	Q4	A4		.6	.8

Fig. 6

702 704 706 708 704 706 700

Word	Entry Id. #1	Question #1 Statistic	Answer #1 Statistic	Entry Id. #2	Question #2 Statistic
System	100	12	1	204	35
Computer	91	0	8	108	4

Fig. 7

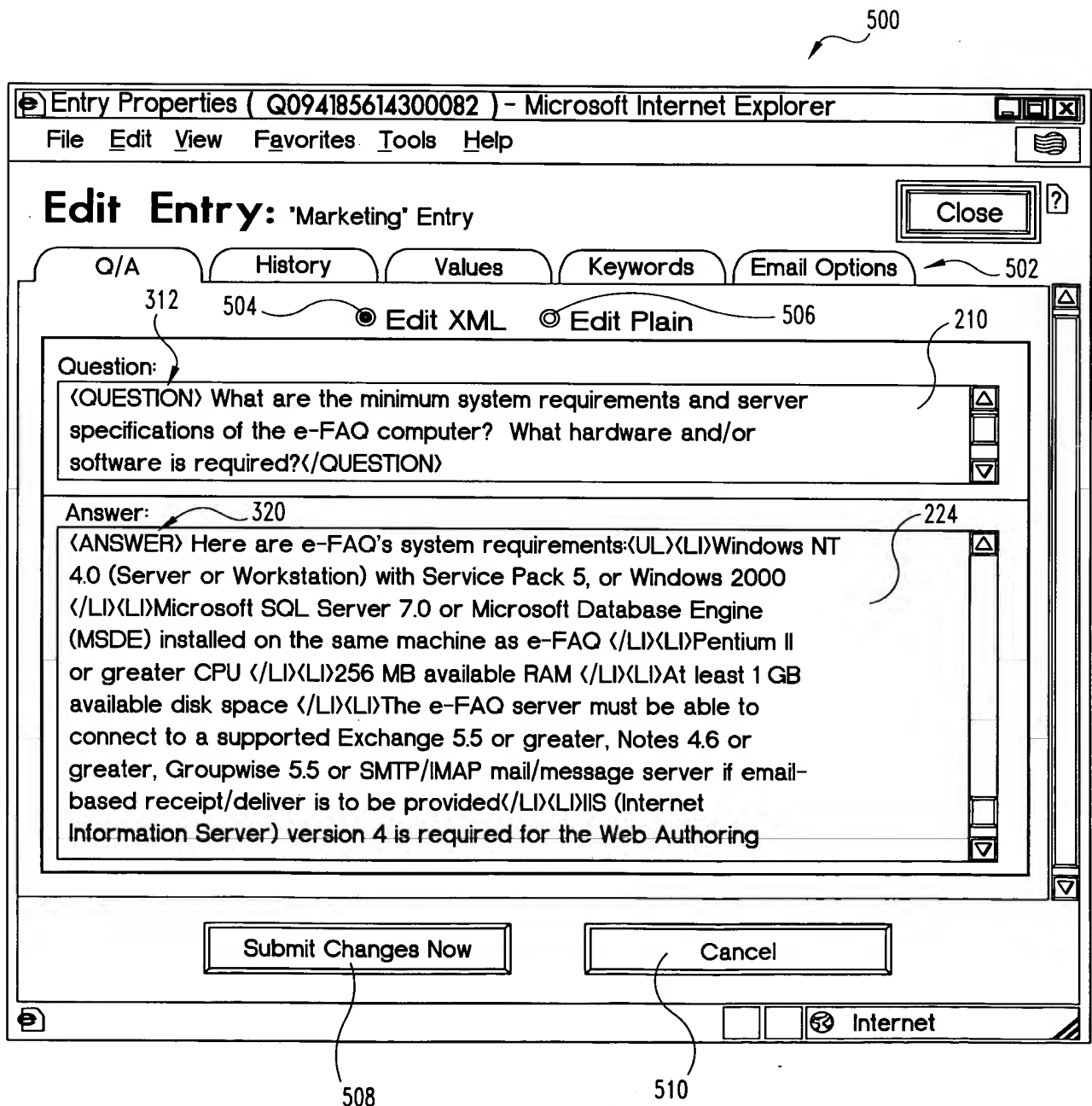


Fig. 5

202 Entry: 10 204 Prev. 206 Next 208 Submit 800

Question: What are the System Requirements? 210

Answer: Windows NT4.0 224

Alternate Question: Are you required to update the system? 802

Ignore 804 Select 806

Fig. 8

902 904 906 908 910 914 900

Alias Definitions						
Word	Alias	Rule	During Query	Entry Index/Added	Additional	
I	Customer		X			△
You	Company		X			
IP	Internet Protocol		X	X		
You	Customer			X		
You	I			X		
						▽

Fig. 9

1000

1002

Response Method:

☐ Web ☒ E-mail

Question about e-FAQ:

Grading: ☐ Generous ☒ Normal ☐ Strict

Weighting: Question: Answer:

Answer relative to Question:

Submit your query above, or click on a FAQ name below to view all entries

Marketing

FAQ containing general and pre-sales questions about e-FAQ.

Fig. 10

1100

1102

From: Doe, John [mailto:jdoe@doe.com]

Sent: Fri, 9 Jun 2000 10:08:27 -0500

To: efaq@nin.com

Subject: Question

What are the system requirements for e-FAQ Servers?

Regards,

John Doe

Fig. 11

Dear Doe, John:

Thank you for writing to efaq@yourcompany.com. Your email has been received and initially processed by e-FAQ(tm) by Interactive Intelligence. This is an automated response generated by matching your message against our database of frequently asked questions.

Based on your inquiry, the following entries seem most appropriate:

QUESTION: What are the minimum system requirements and server specifications of the e-FAQ computer?

Here are e-FAQ's system requirements:

- * Windows NT 4.0 (Server or Workstation) with Service Pack 5
- * Microsoft SQL Server 7.0 or Microsoft Database Engine (MSDE) installed on the same machine as e-FAQ
- * Pentium II or greater CPU
- * 256 MB available RAM
- * At least 1 GB available disk space
- * The e-FAQ server must be able to connect to a supported Exchange 5.5 or greater, Notes 4.6 or greater, Groupwise 5.5 or SMTP/IMAP mail/message server if email-based receipt/delivery is to be provided
- * IIS (Internet Information Server) version 4 is required for the Web Authoring interface

NOTE: The message server can be Unix, Linux, NT, etc., as long as it's fully SMTP/IMAP compliant.

[Q094185614300082]

QUESTION: What are the RAM/memory and disk space requirements of the server on which e-FAQ runs?

e-FAQ requires a minimum of 256MB RAM. More memory may be required, depending on the number of active mailboxes and depending on whether SQL Server or MSDE are also running on the same machine. e-FAQ also requires at least 1 GB of available disk space.

[Q094099542300426]

If you feel this message DID NOT adequately address your concerns, you may send a reply (including this message) and your e-mail will be handled directly by one of our representatives as soon as possible.

Sincerely,

Your Company
(via e-FAQ)

For more info on e-Faq, please visit:
<http://www.inin.com/products/e-FAQ>.

-----Original Message-----

From: Doe, John [mailto:JohnD@somedomain.com]
Sent: Fri, 9 Jun 2000 10:08:27 -0500
To: efaq@inin.com
Subject: Question

What are the system requirements for e-FAQ Servers?

(Please do not delete or modify the following line.)
(eFAQMsgId:397B6625D4AE558977454EB084890C32056C)

e-FAQ Query Results

Question: What are the minimum system requirements and server specifications of the e-FAQ computer?

Q: What are the minimum system requirements and server specifications of the e-FAQ computer? What hardware and/or software is required?

A: Here are e-FAQ's system requirements:

- * Windows NT 4.0 (Server or Workstation) with Service Pack 5, or Windows 2000
- * Microsoft SQL Server 7.0 or Microsoft Database Engine (MSDE) installed on the same machine as e-FAQ
- * Pentium II or greater CPU
- * 256 MB available RAM
- * At least 1 GB available disk space
- * The e-FAQ server must be able to connect to a supported Exchange 5.5 or greater, Notes 4.6 or greater, Groupwise 5.5 or SMTP/IMAP mail/message server if email-based receipt/delivery is to be provided
- * IIS (Internet Information Server) version 4 is required for the Web Authoring interface

NOTE: The message server can be Unix, Linux, NT, etc., as long as it's fully SMTP/IMAP compliant.

Q: What are the RAM/memory and disk space requirements of the server on which e-FAQ runs?

A: e-FAQ requires a minimum of 256MB RAM. More memory may be required, depending on the number of active mailboxes and depending on whether SQL Server or MSDE are also running on the same e-FAQ also requires at least 1GB of available disk space.

Fig. 13

FIG. 14

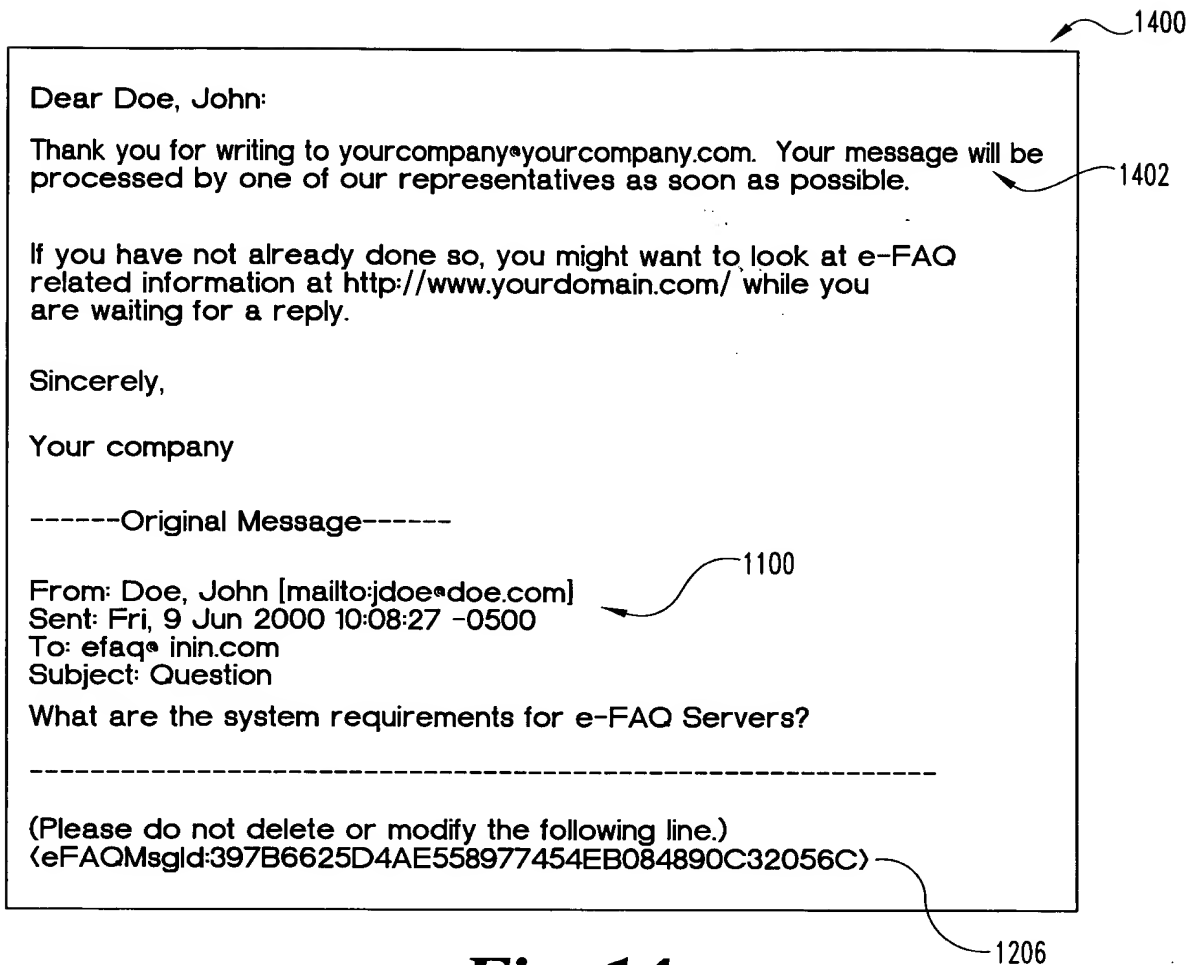


Fig. 14

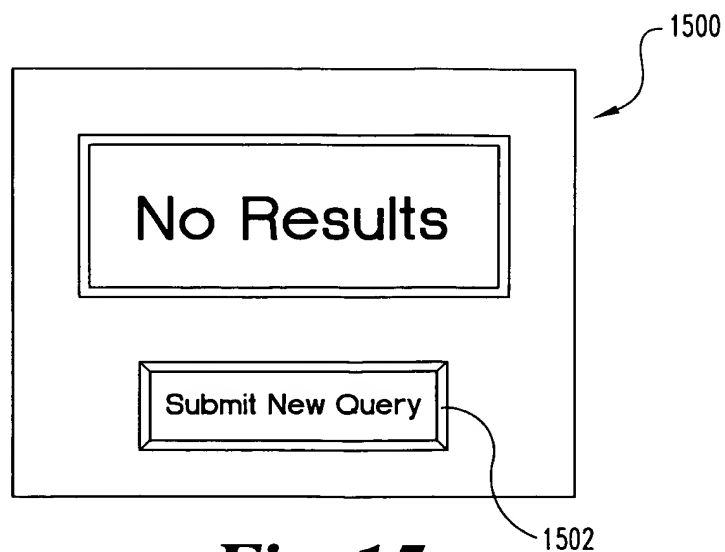


Fig. 15

09931209.081604

1600

Support Options

If e-FAQ was unable to provide an adequate response to your query, you may request one of the following support options:

☒ E-mail

1602jdoe@doe.com

☐ Web Callback

1604enter phone number

☐ Web Chat

1606

1608Name:

Question:

1110What are the minimum system requirements and server specifications of the e-FAQ computer?

Additional Comments:

1610

1612Submit

Note: Business hours are Monday-Friday, 8:00am.- 5:00pm, Indiana Time. Requests submitted after 5:00pm will be handled the next business day.

Fig. 16

The attached message is a customer reply to an e-FAQ auto-response.
e-FAQ sent the response message on 06/09/00 10:11:26.

Statistics of the entries chosen in the query:

Q094185614300082 Grade: 4.2486
Q094099542300426 Grade: 2.7780

Fig. 17

The attached message is a customer reply to an e-FAQ auto-response.
e-FAQ sent the response message on 06/09/00 10:11:26.

Statistics of the entries chosen in the query:

Q094185614300082 Grade: 4.2486
Q094099542300426 Grade: 2.7780

NOTE: There was already a reply for this query on the following date:
06/09/00 10:21:02

Fig. 18

The attached message is a customer reply to an e-FAQ auto-response.
e-FAQ sent the response message on 06/09/00 10:11:26.

Statistics of the entries chosen in the query:

Q094185614300082 Grade: 4.2486
Q094099542300426 Grade: 2.7780

NOTE: There were already messages in this message thread on the
following dates:

06/09/00 10:27:27
06/09/00 10:21:02

Fig. 19

09931209-001601

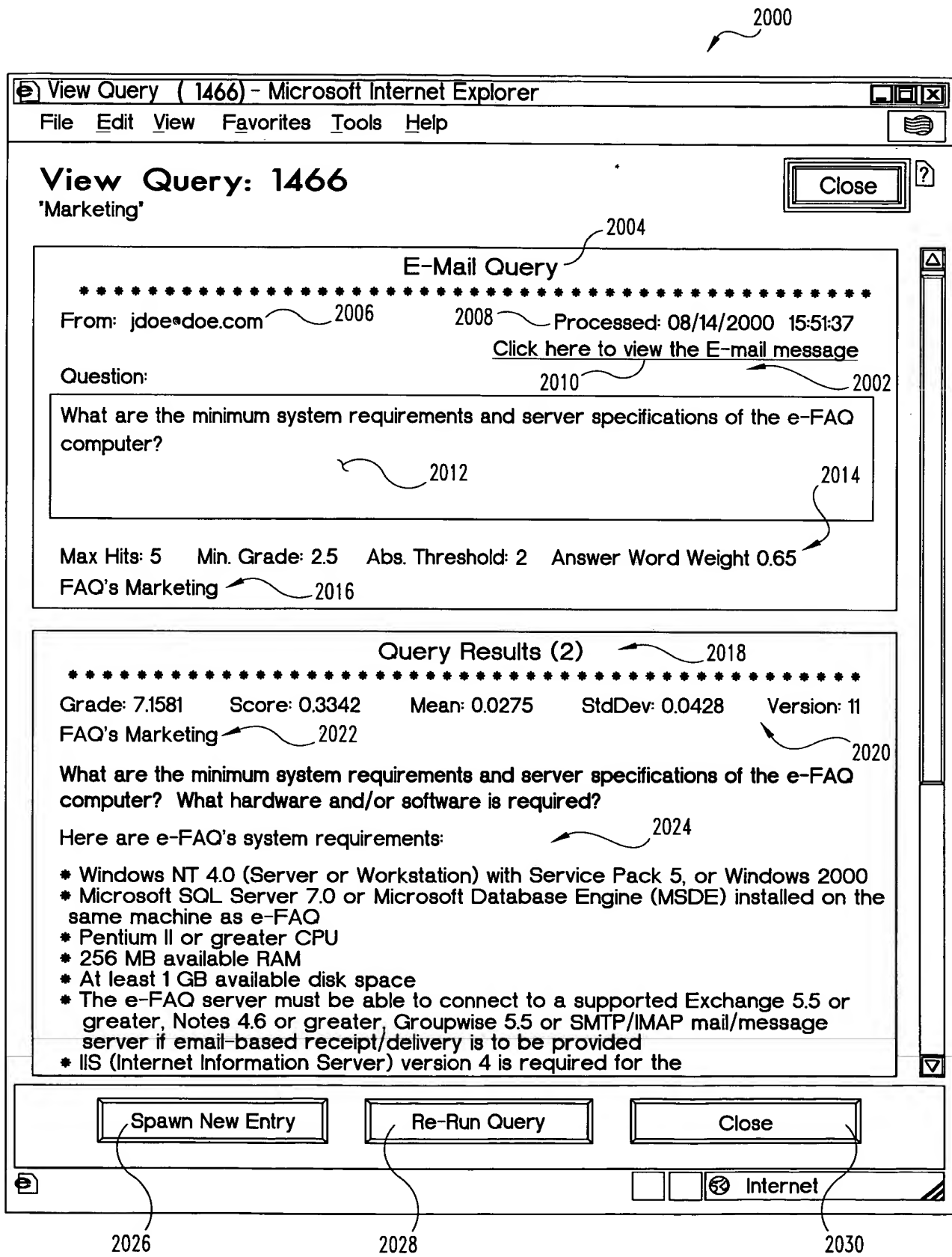


Fig. 20

Usage History Results (Marketing) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Usage: Marketing

All Questions (8/14/00 to 8/14/00)

Close

2202

Number of Results: 19 Page 1 of 1

Result Num	Query Type	Num of Answers	Question Asked
1 2204		2 2206	Installation licences, Hi, We have 2 networks in our EIC environment, one for testing and development and the other for demo, we would like to install e-FAQ on both in order to test and demo to clients but we only get one licence, is it possible to get another licence
2		0	What are the benefits?
3		1	test
4		1	how many questions can efaq handle per hour?
5		1	what is the typical cost for efaq?
6		1	how long does it take to install efaq?
7		2	what are the hardware requirements for efaq
8		3	where can I purchase efaq
9		1	why is the sky blue?
10		2	why is the efaq so cheap?
11		2	What are the minimum system requirements and server specifications of the e-FAQ computer?
12		2	What are the minimum system requirements and server specifications of the e-FAQ computer?
13		0	How does E-FAQ work?
14		1	What is e-FAQ??
15		2	Will eFAQ display FAQ lists in rank of used or useful information?
16		1	What is e-FAQ??
17		2	FAQ
18		4	Do you have customers?
19		4	does e-FAQ help me get lucky?

2208

[Top of Page]

Internet

Fig. 22

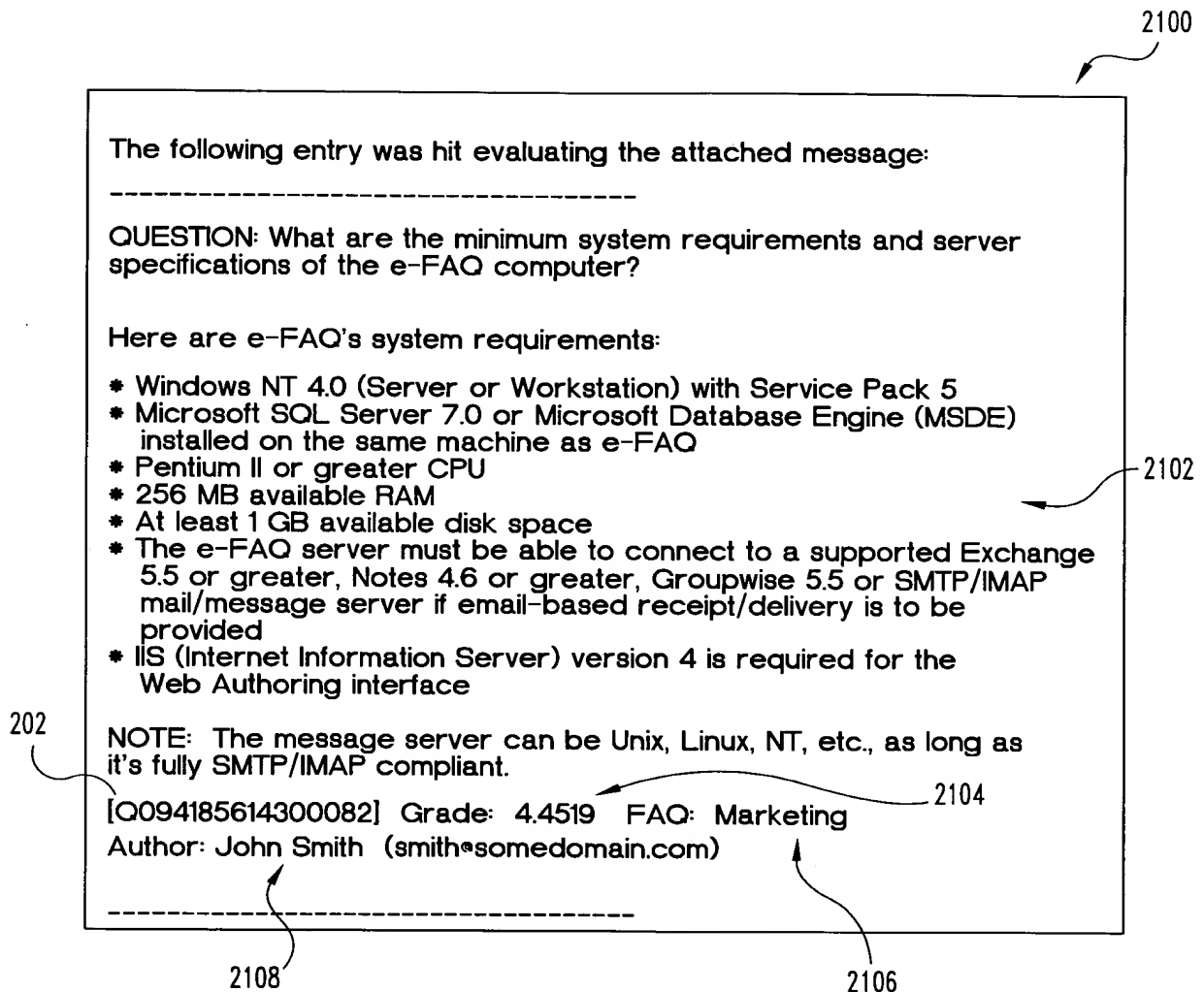


Fig. 21

2300

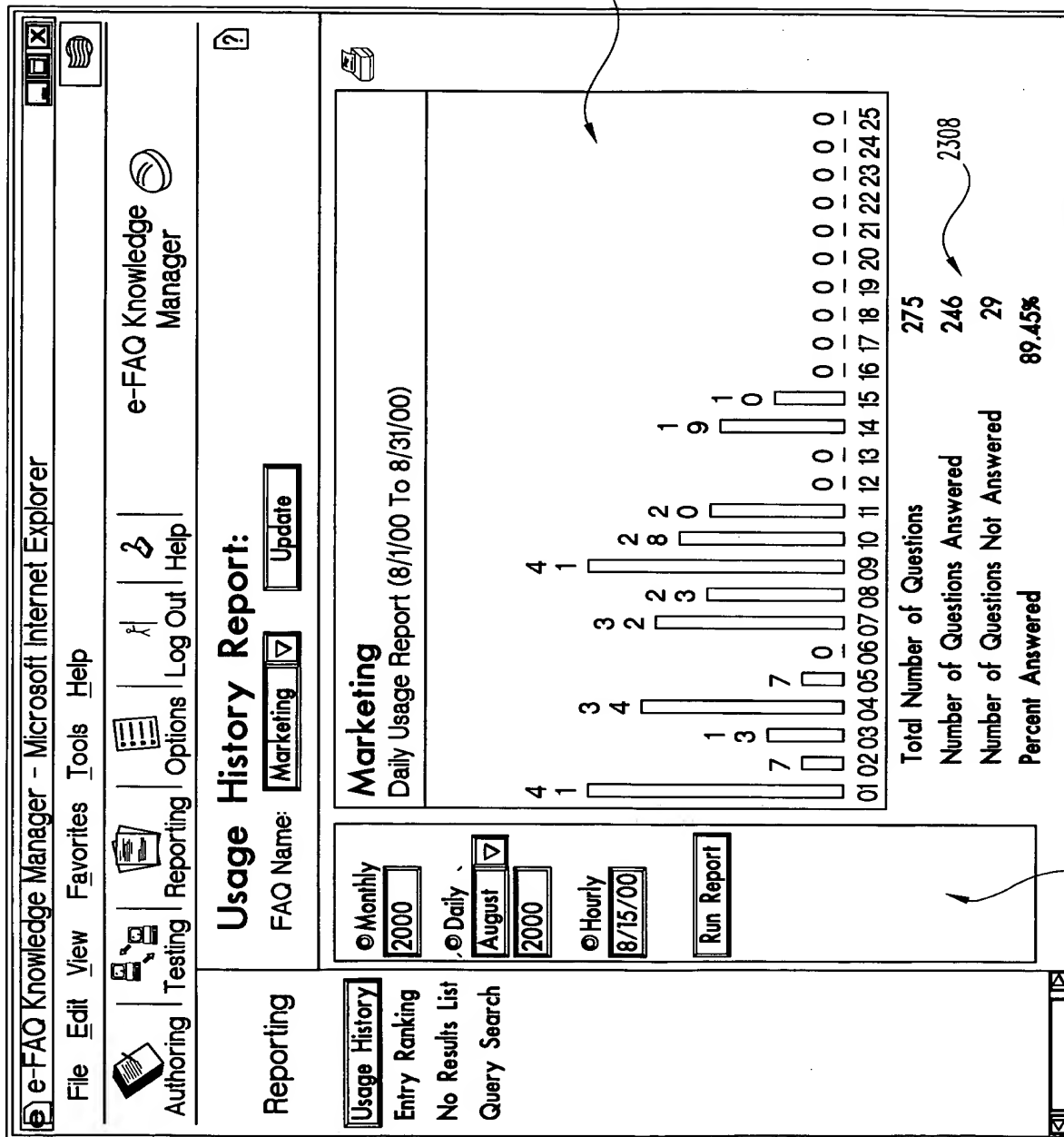


Fig. 23

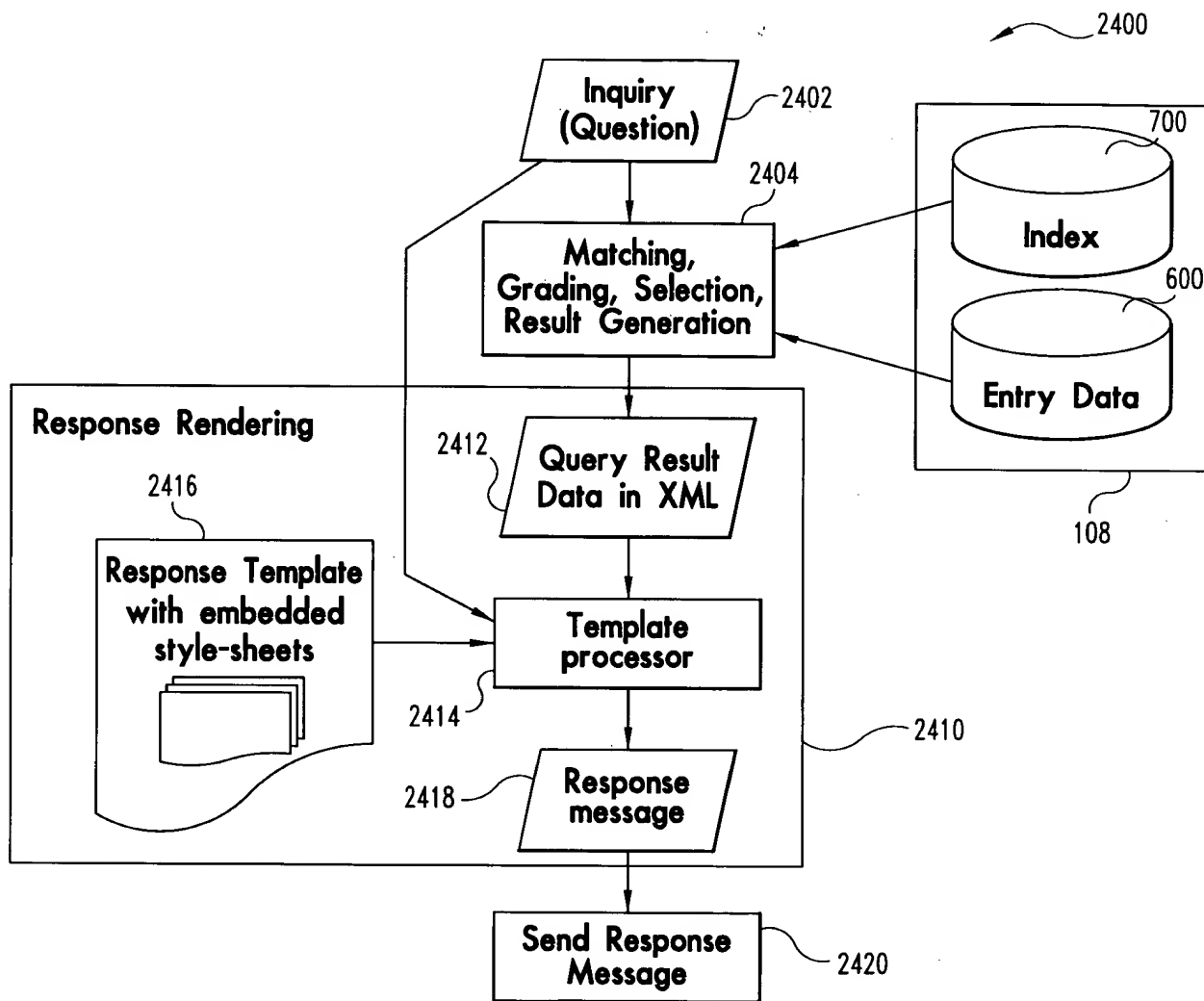


Fig. 24

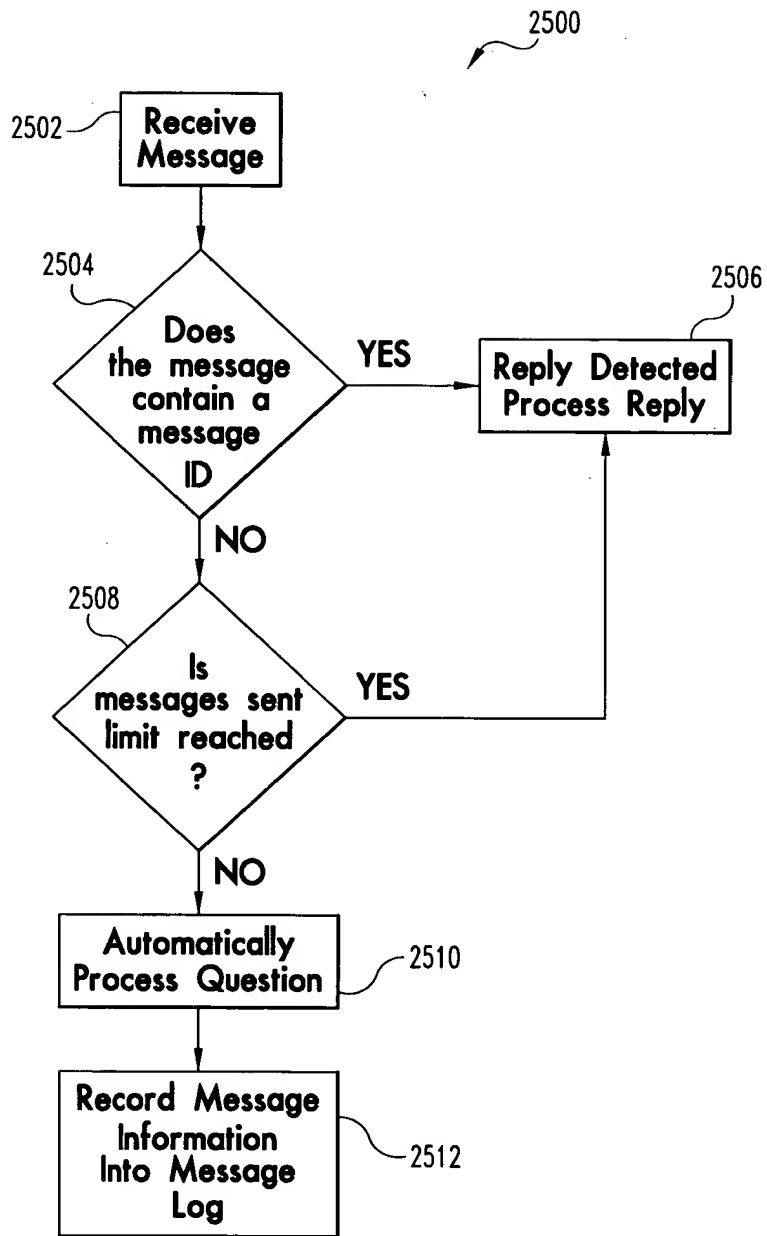


Fig. 25

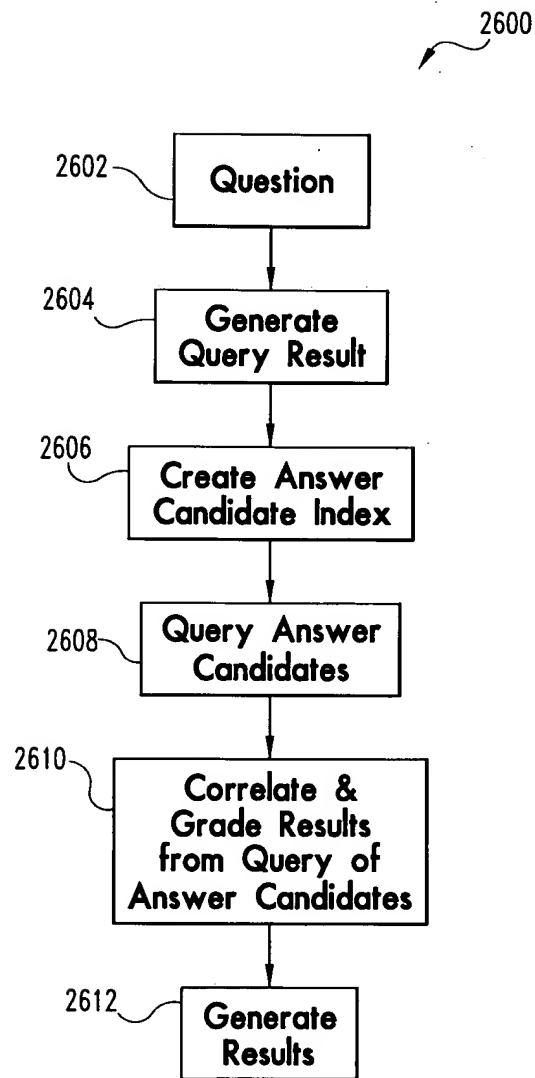


Fig. 26

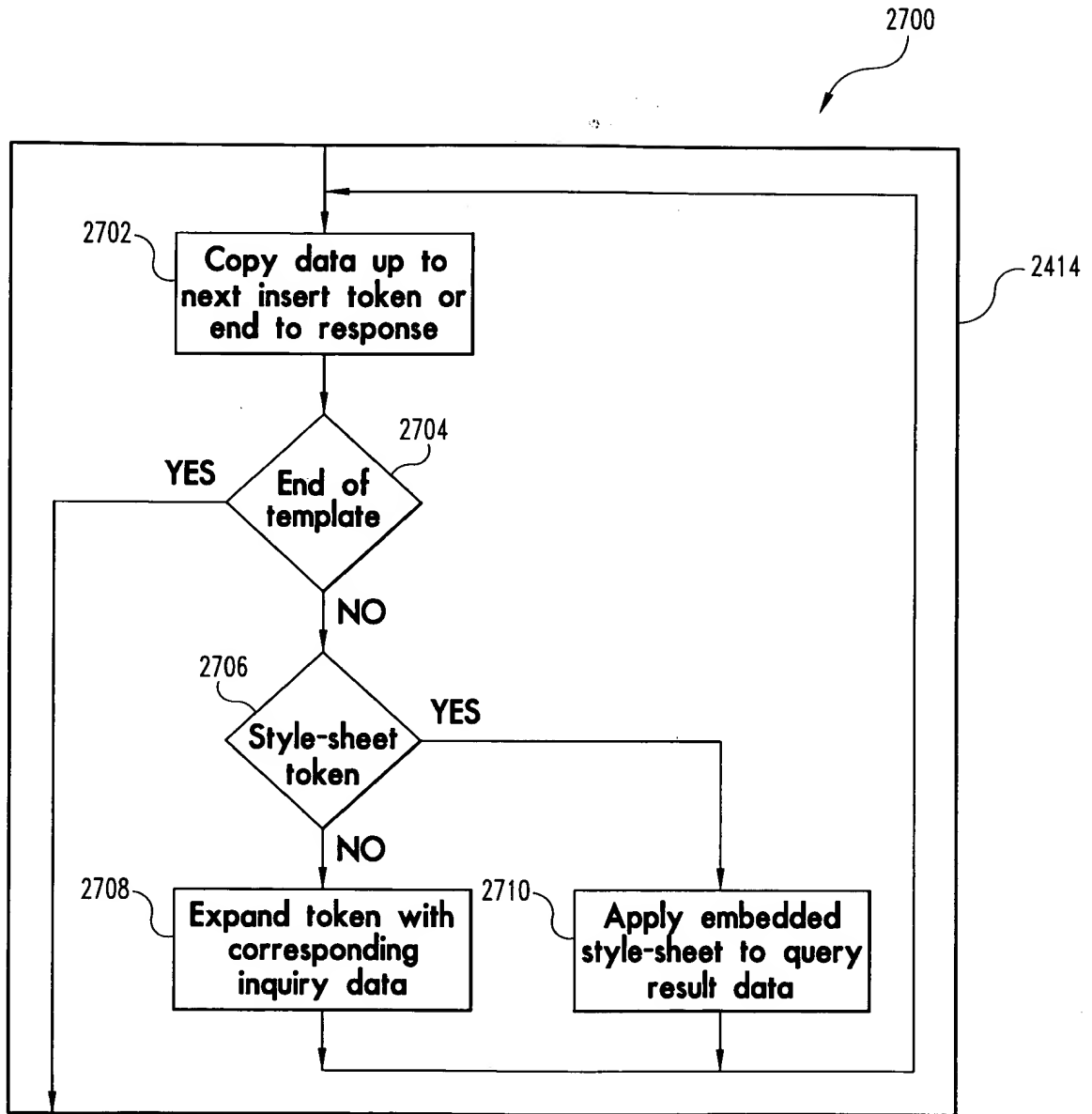


Fig. 27

```

<?xml version="1.0"?>
<!-- ***** -->
<!-- Template for Query Replies. -->
<!-- This template is used to generate message sent to the customer when the -->
<!-- question matched at least one Entry in the FAQ. -->
<!-- ***** -->
<!DOCTYPE HTML[
  <!ENTITY nbsp "&#160;">
]>
<RESPONSE-TEMPLATE>
  <!-- ***** -->
  <!-- Template for the message body -->
  <!-- ***** -->
<RESPONSE-BODY>
  <HTML><BODY>
    Dear <SENDERNAME default="Customer"/>:
    <P>
    Thank you for writing to <MAILBOX-ADDRESS/>. Your email has been
    received and initially processed by our system.
    This is an automated response generated by matching
    your message against our database of frequently asked questions.
    </P>
    <P>
    Based on your inquiry, the following
    <QUERYRESULTS-COND count="1">entry seems</QUERYRESULTS-COND>
    <QUERYRESULTS-COND count="2+">entries seem</QUERYRESULTS-COND>
    most appropriate:
    </P>
    <QUERYRESULTS/>
    <P>
    If you feel this message DID NOT adequately address your concerns,
    you may send a reply (including this message) and your e-mail will
    be handled directly by one of our representatives as soon as possible.
    </P>
    <P>Sincerely, </P>
    <P>Your Company <BR/>
    (via e-FAQ)
    </P>
    <BR/>
    <P>
    For more information on e-FAQ, please visit:<BR/>
    <A href="http://www.inin.com/products/e-FAQ">http://www.inin.com/products/e-FAQ</A>.
    </P>

```

Fig. 28A

2800

-----Original Message-----

From: <MSG-FROMADDR/>

Sent: <MSG-DATE/>

To: <MSG-TOADDR/>

Subject: <MSG-SUBJECT/>

<P>

<MSG-BODY/>

</P>

<HR/>

(Please do not delete or modify the following line.)

<MESSAGEID/>

<MSG-HASATTACHMENTS>

<P>

NOTE: The message you submitted contained attachments. e-FAQ discards any attachments that were sent with your initial query. If you reply to this message and the attachments were important, please re-attach them. From the message ID, e-FAQ will see that it has processed this query before and will forward your message with attachments to a representative for further processing.

</P>

</MSG-HASATTACHMENTS>

</BODY></HTML>

</RESPONSE-BODY>

<!-- ***** -->

<!-- Style sheet to generate the list of entries that were chosen by the -->

<!-- matcher engine. -->

<!-- ***** -->

<QUERYRESULTS-STYLE>

<!-- This element contains the style sheet to generate the data substituted for the <QUERYRESULTS/> tag in the response body. -->

<xsl:stylesheet xmlns:xsl="http://www.w3.org/1999/XSL/Transform" version="1.0">

<xsl:output method="html"/>

<!-- Root element -->

<xsl:template match="/">

<xsl:for-each select="/RESULTS/RESULT">

<P><xsl:text>-----</xsl:text></P>

<xsl:apply-templates/>

<xsl:if test="position()=last()">

<P><xsl:text>-----</xsl:text></P>

</xsl:if>

</xsl:for-each>

</xsl:template>

<!-- For each entry in the result set. Add Question, then answer and finally EntryId -->

<xsl:template match="ENTRY">

<xsl:apply-templates select="QUESTION"/>

<xsl:apply-templates select="ANSWER"/>

<P>[<xsl:value-of select="@id"/>]</P>

2808

Fig. 28B

```

</xsl:template>
<!-- For Answer: Process certain tags specially, copy everything else verbatim -->
<xsl:template match="QUESTION">
  <P>
    <B><xsl:text>QUESTION: </xsl:text></B>
    <xsl:apply-templates mode="QA"/>
  </P>
</xsl:template>
<!-- For Answer: Process certain tags specially, copy everything else verbatim -->
<xsl:template match="ANSWER">
  <P>
    <xsl:apply-templates mode="QA"/>
  </P>
</xsl:template>
<!-- Process data for question and answer bodies -->
<xsl:template match="@*|node()" mode="QA"><xsl:copy><xsl:apply-templates select="@*|node()"
  mode="QA"/></xsl:copy></xsl:template>
<xsl:template match="NBSP" mode="QA">&nbsp;</xsl:template>
<xsl:template match="A" mode="QA">
  <xsl:apply-templates mode="QA"/>
  <!-- Add [<URL>] if the value of the element is not the URL itself. -->
  <xsl:if test="@href!=."> [<xsl:value-of select="@href"/>] </xsl:if>
</xsl:template>
<xsl:template match="a" mode="QA">
  <xsl:apply-templates mode="QA"/>
  <!-- Add [<URL>] if the value of the element is not the URL itself. -->
  <xsl:if test="@href!=."> [<xsl:value-of select="@href"/>] </xsl:if>
</xsl:template>
<xsl:template match="LIT" mode="QA"><xsl:apply-templates mode="QA"/></xsl:template>
<xsl:template match="IGNORE" mode="QA"><xsl:apply-templates mode="QA"/></xsl:template>
</xsl:stylesheet>
</QUERYRESULTS-STYLE>
</RESPONSE-TEMPLATE>

```

Fig. 28C